

# Fairfax County Core Purpose

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County.

The Department of Family Services supports the county's core purpose through its strategic goals and Strategic Action Plan.



## Our Core Businesses

- Adult and Aging**
- Prevent adult abuse and neglect.
  - Protect vulnerable and incapacitated adults.
  - Preserve the safety net.
  - Provide education and connect individuals and their families with services.
  - Promote and enhance the self-determination and independence of adults.

- Children, Youth and Families**
- Protect children.
  - Support and educate families.
  - Ensure a safe, permanent home for every child.

- Office for Children**
- Provide child-care subsidies for eligible families.
  - Operate direct service child-care programs.
  - Assist families in finding and choosing quality child care.
  - Educate and train child-care professionals.
  - Protect children in child care through oversight and regulation.
  - Partner with businesses to support working families.

- Self-Sufficiency**
- Provide economic and workforce development services.
  - Support families as they move toward self-sufficiency.
  - Provide education and information and make linkages to services.

For more information about the DFS Strategic Plan, go to  
<http://infoweb/hs/dfs> or  
e-mail [dfscommteam@fairfaxcounty.gov](mailto:dfscommteam@fairfaxcounty.gov)



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## FAIRFAX COUNTY DEPARTMENT OF FAMILY SERVICES

# Strategic Plan

January 1, 2007, through June 30, 2010



## Our Mission

- Promote self-sufficiency.
- Protect the vulnerable.
- Educate children, individuals, families and the community.

## Our Vision

The Department of Family Services envisions a safe, prosperous, educated and healthy community for all who live here. The department is recognized as an essential catalyst in moving our community toward that vision.

## What We Believe

**OUR ORGANIZATIONAL CORE VALUES**  
We believe in the **potential** of people to be productive and successful in diverse ways and the importance of **serving** the public by providing quality services in a manner that demonstrates **respect** for all individuals.

The Department of Family Services is an organization where our diversity is our strength. We support a community that embraces all. Diversity is all the ways in which individuals are unique, different and similar. Diversity is you.

## Our Customers

Our primary external customers are individuals and organizations who currently receive services and those who are in need of services.

Our staff is our primary internal customer.

## Our Role

The department plays several roles in the furtherance of our vision and mission:

- We **strengthen** and build communities and service networks within communities.
- We **advocate** for the people we serve, raising awareness of the importance of addressing the community's needs.
- We **join with others** to create a community that embraces diversity.

# YOur Plan

The Department of Family Services published its first three-year strategic plan in 2003. This document describes the next phase of the department’s ongoing strategic planning effort for 2007 - 2010.

The implementation of the department’s strategic plan has been guided by an 18-member steering committee representing all core business areas of the department.

In spring 2006, the steering committee decided to use a new approach to update the department’s strategic plan. The first plan had five strategic goals. For the new plan, the committee developed four perspectives from which to view the department’s strategic work to ensure a balanced approach to strategic planning. The four perspectives are: learning and growth (staff), process (how we do our work), financial (how we fund it), and customer (who we serve).



## Strategic Objectives

### CUSTOMER

**Provide excellent family services.** This is the overall objective of the Department of Family Services, in accordance with the department’s mission to promote self sufficiency, protect the vulnerable and educate children, individuals, families and the community.

**Nurture community partnerships.** Increase and enhance collaboration with businesses, nonprofit organizations, faith communities and other community partners to improve services to county residents.

**Anticipate and respond to changing community needs.** Utilize information from community partners and improve use of data about clients and services to understand, anticipate and respond to changing customer needs.

**Increase community awareness.** Promote and publicize department services using effective community messages to increase awareness of and access to the department’s services.

### FINANCIAL

**Exercise corporate stewardship.** Manage county resources and assets effectively to improve accountability and control costs without compromising services.

**Maximize financial resources.** Increase department’s capacity for grant development, donation management and revenue maximization activities to increase resources.

### PROCESS

**Streamline internal processes.** Review current procedures and eliminate inefficient business practices.

**Refine emergency planning.** Clarify the department’s role in responding to emergencies and develop processes and protocols for emergency management.

**Integrate service delivery.** Enhance the ability to share appropriate information among divisions to eliminate duplication, improve the referral process and expedite the provision of services to better serve clients.

**Leverage technology.** Use technology to improve data collection and analysis for informed decision making and to streamline the paperwork process, allowing more staff time with clients. Ensure that the department has access to technological resources to streamline internal processes and integrate service delivery, and that employees are trained and able to use these resources.

### LEARNING AND GROWTH

**Cultivate a high performing and diverse workforce.** Enhance a culture of leadership that promotes innovation, improves accountability and promotes diversity.

**Improve internal communication.** Improve processes for sharing information among staff to improve service delivery.

## Strategic Plan Strategy Map

This map shows how the department’s strategic objectives are linked and build upon each other to support the department’s overall objective – provide excellent customer service.

As the map demonstrates, the process starts with our staff. Cultivating and supporting our employees is the basis for all other strategic objectives.



## Strategic Plan Strategy Map

